



EMPLOYEE DEVELOPMENT

EMPOWERED LEARNING

Preparation, Participation and Performance

THE LEARNING CENTER



- * CORE CLASSES
- * TRAINING OPPORTUNITIES
- * EDUCATIONAL RESOURCES

THE WELLNESS CENTER



- * EXERCISE
- * WELLNESS CLASSES
- * HEALTH RESOURCES



PROGRAM
SCHEDULE FOR
APRIL TO
SEPTEMBER 2004

EMPOWERED LEARNING

“Preparation, Participation and Performance”

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ABOUT THE CATALOG

The April 2004 – September 2004 calendar, “Empowered Learning – Preparation, Participation and Performance”, continues to offer to Seminole County employees an opportunity to achieve performance goals in all areas of life.

One of the primary goals of our training program is to provide employees with the information and skills that will provide a primary foundation for performance, competencies, expectations and goals. This catalog offers outlines three main types of classes including: CORE classes, Wellness Classes and classes that are highly recommended, titled “Program of the Month”.

This calendar includes many new offerings, including a class on Web-Based Training. Introduction to Web-Based Training will be facilitated by an instructor from our vendor Element K. This class will explain how to navigate the site in order to take full advantage of all of the resources Element K has to offer, including just-in-time learning, instructor-led training and online technical resources.

Seminole County’s Leadership classes will continue to be offered as “Open Enrollment” courses. This means that you can sign up for Effective Supervisory Management (ESM), Effective Personal Productivity (EPP), and the Covey programs – Seven Habits of Highly Effective People and What Matters Most on the Intranet. For each class you will need your supervisor’s authorization. Additionally, Department Directors will have the ability to schedule “in house” EPP or ESM programs with members of their teams, divisions or work centers.

We now have a total of 11 Certified Covey Facilitators so we will be looking to expand the variety of our Franklin Covey training programs in the coming months. During this current training cycle, we will be offering two sessions of the 7 Habits of Highly Effective People and three What Matter Most workshops. Just remember to obtain your supervisor’s permission to attend and look for future Covey classes coming soon.

All of our programs are designed to align employees’ activities to be in alignment with the core values established during our strategic planning sessions. These training opportunities have been developed to assist employees to more effectively balance their “Wheel of Life”. Consequently, we will be offering follow-up and reinforcement workshops for both ESM/EPP and Seven Habits graduates.

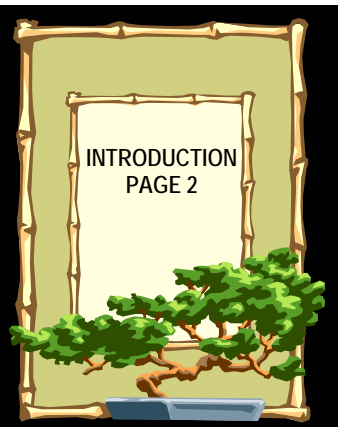
The Wellness Center, located at 200 West County Home Road, first floor of the Administrative Services Building is available to all regular part-time and full-time BCC and Sheriff’s Department employees and their spouses. With proper paperwork completed, employees may use the equipment in the Wellness Center to exercise their bodies and the resource

center to exercise your mind with health related information. We have just completed an expansion of the workout areas and if you haven’t been there lately you may want to check it out! We are continuing to expand our Wellness Programs to include information sessions that addresses many Wellness issues our employees face including nutrition classes, alternative therapies, financial well-being, preparing for retirement and much more.

CORE classes are required classes that enable new and veteran employees an opportunity to understand the minimum performance objectives as Seminole County Service providers. Remember these classes are continuously improved and refined to ensure the training you receive is timely, relevant and practical. If you have not attended a CORE Class within the last 3 years, we recommend you revisit each class. The list of CORE Classes includes:

- ◆ FISH...Getting to the CORE of Customer Service
- ◆ The Wheel of Life (Goals Development)
- ◆ Workforce Diversity
- ◆ New Roles/New Rules (Sexual Harassment Awareness)
- ◆ Basic Lotus Notes
- ◆ The Art of Communication
- ◆ New Directions – New Employee Orientation
- ◆ IT Orientation (Information Technology Orientation)

Seminole County’s Training Program offers a variety of methods to access the learning you need in order to succeed with our organization. Our Training Program offers both Web Based and facilitator led training to employees for skills enhancement, professional development and improved effectiveness. This calendar outlines the major training that will be available during the next six month cycle. However, if you or your department requires additional types of training, please contact our Training Coordinator, Melinda Harrison at Ext. 7948, and we will be happy to discuss how our Training Team can meet your needs.

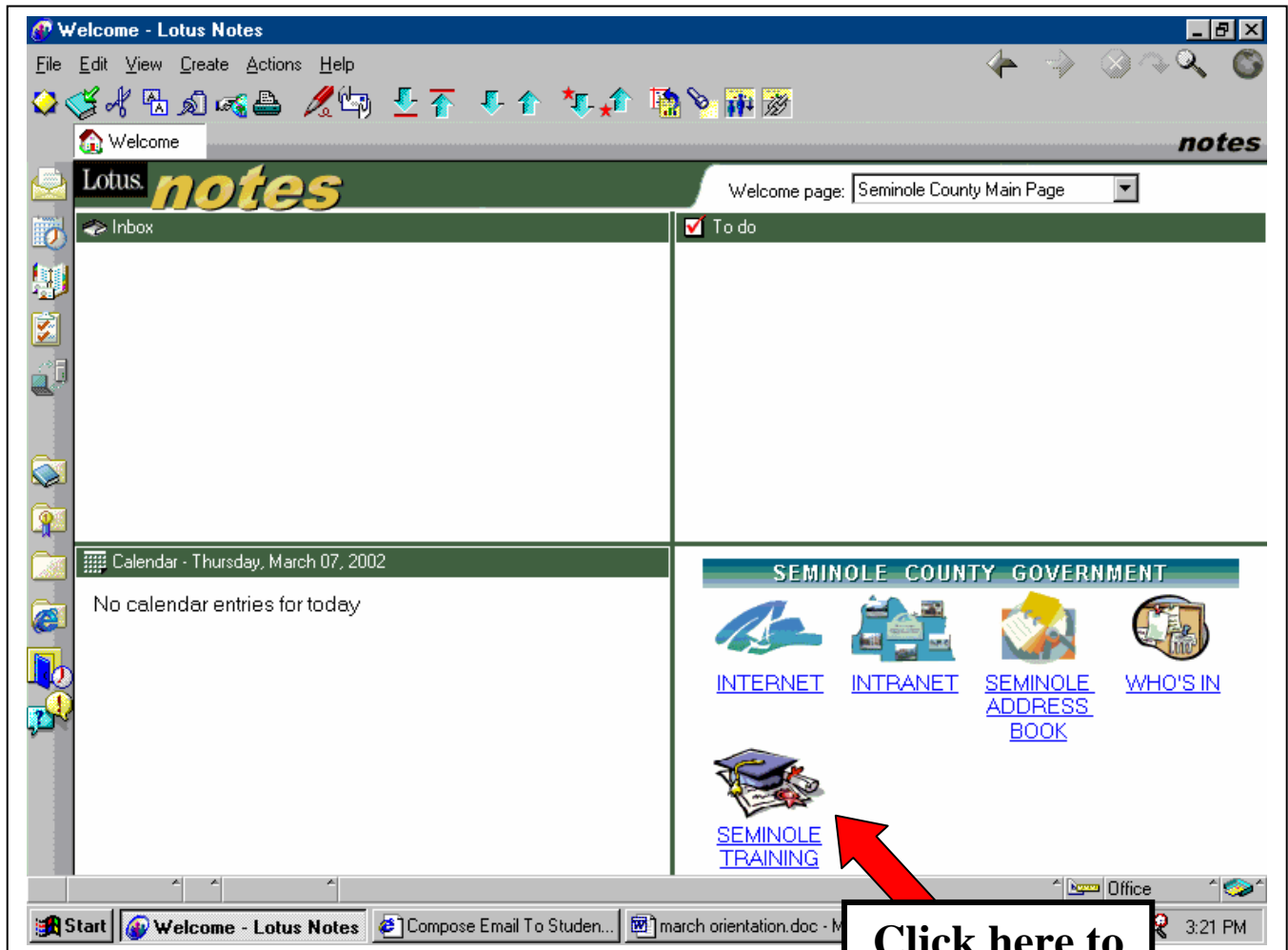


LEARNING

WELLNESS

THE EMPLOYEE DEVELOPMENT CATALOG IS NOW ONLINE! ! !

You may register for Employee Development Classes and IT Computer Training via Lotus Notes. Click on the Seminole Training link available on the Lotus Notes Welcome page (see illustration).



LEARNING



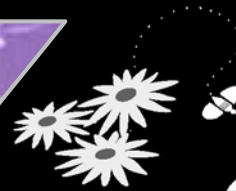
WELLNESS

2004**APRIL**

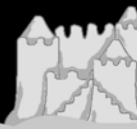
<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
			BASIC NUTRITION 1 – 2 PM 1	TOASTMASTERS 2 11:30 AM – 12:30 PM
5	NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM WORKPLACE VIOLENCE 1 – 2 PM 6	7 HABITS OF HIGHLY EFFECTIVE PEOPLE (3/17 – 5/5) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM 7	WORKFORCE DIVERSITY 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM 8	9
NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM 12	IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM BASIC CONTRACTING (PURCHASING CONF. ROOM) 9 – 10:15 AM 13	7 HABITS OF HIGHLY EFFECTIVE PEOPLE (3/17 – 5/5) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM 14	MBTI 8:30 AM – 12:30 PM HOW TO BEAT ALLERGIES USING THE BIOSET METHOD 1 – 2 PM 15	TOASTMASTERS 16 11:30 AM – 12:30 PM BASIC LOTUS NOTES (PUBLIC SAFETY BUILDING, ROOM 3-170) 9 AM - 12:30 PM
COPING WITH GRIEF 8:30 – 9:30 AM 19	WHEEL OF LIFE 8:30 AM – 12:30 PM 20	7 HABITS OF HIGHLY EFFECTIVE PEOPLE (3/17 – 5/5) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM 21	FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM 22	7 HABITS FOLLOW-UP 10:00 – 11:30 AM 23
NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM 26	IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM 27	7 HABITS OF HIGHLY EFFECTIVE PEOPLE (3/17 – 5/5) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM 28	NEW EMPLOYEE ORIENTATION 8 AM – 5 PM 29	TOASTMASTERS 30 11:30 AM – 12:30 PM

2004

MAY



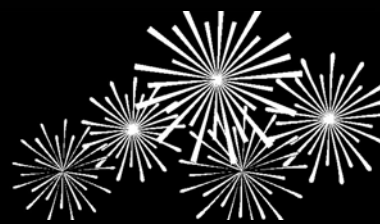
<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
3 BASIC PURCHASING (PURCHASING CONF. ROOM) 1:30 – 2:45 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	4 NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM DEALING WITH AGING PARENTS 1 – 2 PM	5 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (3/17 – 5/5) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM	6 FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM DEFENSIVE DRIVING (WELLNESS CENTER) 8 AM – NOON	7 TOASTMASTERS 11:30 AM – 12:30 PM FITNESS WORKSHOP 1 – 2 PM
10 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	11 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	12 SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM	13 WORKFORCE DIVERSITY 8:30 AM – 12:30 PM FLORIDA RETIREMENT SYSTEM 8 AM – 5 PM NEW 8:30 – 10 AM PLAN 10:30 AM – NOON INVEST 1:30 – 3 PM	14 FLORIDA RETIREMENT SYSTEM 8 AM – 5 PM ESTATE 8:30 – 10 AM INVEST 10:30 AM – NOON PLAN 1:30 – 3 PM BASIC LOTUS NOTES (PUBLIC SAFETY BUILDING, ROOM 3-170) 9 AM - 12:30 PM
17 EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	18 WHEEL OF LIFE 8:30 AM – 12:30 PM	19 SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM	20 INTRODUCTION TO WEB-BASED TRAINING 9 – 10 AM 10 – 11 AM 11 AM – NOON (3 SESSIONS)	21 TOASTMASTERS 11:30 AM – 12:30 PM 7 HABITS FOLLOW-UP 10:00 – 11:30 AM
24 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	25 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	26 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM SPANISH 101 (4/7 – 5/26, WELLNESS CENTER) 8:30 – 11 AM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM	27 NEW EMPLOYEE ORIENTATION 8 AM – 5 PM	28 WHAT MATTERS MOST 9 AM – 4 PM
31 MEMORIAL DAY HOLIDAY				

2004**JUNE**

<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
	1 NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM CHILD SEAT SAFETY (WELLNESS CENTER) 8:30 – 10:30 AM	2 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM PROTECT YOURSELF FROM IDENTITY THEFT 1 – 2 PM EFFECTIVE PERSONAL PRODUCTIVITY (4/14-6/2) 1:30 – 4 PM	3 WORKFORCE DIVERSITY 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM	4 TOASTMASTERS 11:30 AM – 12:30 PM
7 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	8 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	9 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM SKILLS TO HELP YOU COPE WITH A HURRICANE (TAX COLLECTOR CONF. ROOM) 8:30 – 9:30 AM	10	11 7 HABITS FOLLOW-UP 10:00 – 11:30 AM
14 EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	15 THE WHEEL OF LIFE 8:30 AM – 12:30 PM	16 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM	17 MBTI 8:30 AM – 12:30 PM TRADITIONAL ACUPUNCTURE AND ACUPUNCTURE WITH LASER FOR PAIN 1 – 2 PM	18 TOASTMASTERS 11:30 AM – 12:30 PM BASIC LOTUS NOTES (PUBLIC SAFETY BUILDING, ROOM 3-170) 9 AM - 12:30 PM
21 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM RELAXATION TECHNIQUES 1 – 2 PM	22 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	23 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM	24 NEW EMPLOYEE ORIENTATION 8 AM – 5 PM	25
28 INTRODUCTION TO WEB-BASED TRAINING 1 – 2 PM 2 – 3 PM (2 SESSIONS)	29 FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM STAY FIT WHILE YOU SIT 1 – 2 PM	30 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM		

2004

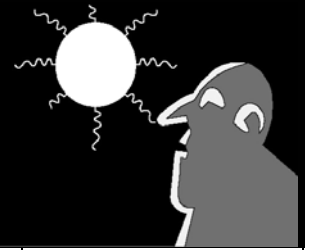
JULY



<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
			1	2 TOASTMASTERS 11:30 AM – 12:30 PM
5 FOURTH OF JULY HOLIDAY	6 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM	7 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM	8 WHEEL OF LIFE 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM	9
12 EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	13 WORKFORCE DIVERSITY 8:30 AM – 12:30 PM	14 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (5/26 – 7/14) 8:30 AM – 12:30 PM ESTATE PLANNING 1 – 2:30 PM	15 INTRODUCTION TO WEB-BASED TRAINING 9 – 10 AM 10 – 11 AM 11 AM – NOON (3 SESSIONS) BUYING A HOME 1 – 2 PM	16 TOASTMASTERS 11:30 AM – 12:30 PM BASIC LOTUS NOTES (PUBLIC SAFETY BUILDING, ROOM 3-170) 9 AM - 12:30 PM
19 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	20 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	21 PARENTING SKILLS 8:30 – 9:30 AM TIME AND STRESS MANAGEMENT 1 – 2 PM	22 FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM	23 WHAT MATTERS MOST 9 AM – 4 PM
26 EFFECTIVE SUPERVISORY MANAGEMENT (4/26 - 7/26) 1:30 – 4 PM	27 NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM	28	29 NEW EMPLOYEE ORIENTATION 8 AM – 5 PM	30 7 HABITS FOLLOW-UP 10 – 11:30 AM TOASTMASTERS 11:30 AM – 12:30 PM

2004

AUGUST



<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
2 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM	3 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	4 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM	5 THE WHEEL OF LIFE 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM	6 TOASTMASTERS 11:30 AM – 12:30 PM
9	10 KIDS, PARENTS & MONEY - RAISING MONEY SMART KIDS 1 – 2 PM DEFENSIVE DRIVING (WELLNESS CENTER) 8 AM – NOON,	11 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	12 FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM PLANNING FOR RETIREMENT (REACTING TO A CHANGING STOCKMARKET) 1 – 2:30 PM	13
16 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM	17 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	18 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	19 WORKFORCE DIVERSITY 8:30 AM – 12:30 PM HOW TO QUIT SMOKING AND LOSE WEIGHT USING LASER TECHNOLOGY 1 – 2 PM	20 7 HABITS FOLLOW-UP 10 – 11:30 AM TOASTMASTERS 11:30 AM – 12:30 PM
23 WOMEN'S WELLNESS 1 – 2 PM	24 NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM	25 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	26 NEW EMPLOYEE ORIENTATION 8 AM – 5 PM	27
30 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM	31 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM			

2004

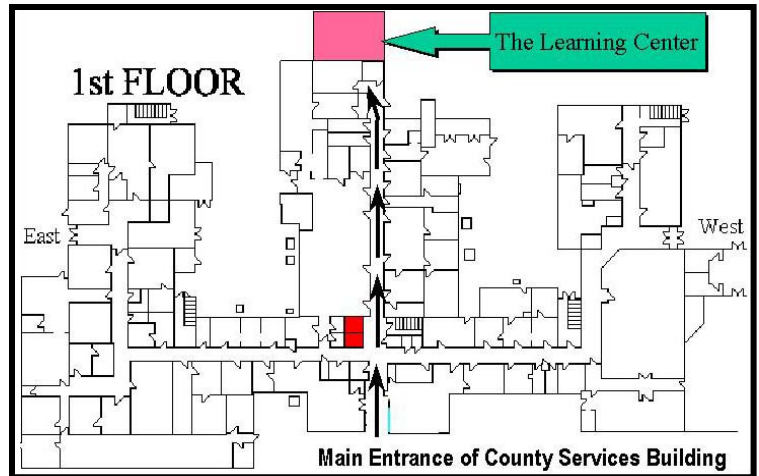
SEPTEMBER



<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>
		1 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	2 FISH: GETTING TO THE CORE OF CUSTOMER SERVICE 8:30 AM – 12:30 PM ADVANCED PURCHASING (PURCHASING CONF. ROOM) 9 – 10:15 AM PROTECT YOURSELF FROM IDENTITY THEFT 1 – 2 PM	3 TOASTMASTERS 11:30 AM – 12:30 PM
6 LABOR DAY HOLIDAY	7 WHEEL OF LIFE 8:30 AM – 12:30 PM ALCOHOL & DRUG AWARENESS 1 – 2 PM	8 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	9 WORKFORCE DIVERSITY 8:30 AM – 12:30 PM THE ART OF COMMUNICATION 1 – 5 PM	10 BASIC LOTUS NOTES (PUBLIC SAFETY BUILDING, ROOM 3-170) 9 AM - 12:30 PM
13 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 FOUR ESSENTIALS FOR HEALTH 1 – 2 PM	14 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	15 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	16 CPR/AED TRAINING 8:30 – 11:30 AM SMART WOMEN FINISH RICH 1 – 2:30 PM	17 7 HABITS FOLLOW-UP 10 – 11:30 AM TOASTMASTERS 11:30 AM – 12:30 PM
20 WHAT MATTERS MOST 9 AM – 4 PM	21 NEW ROLES, NEW RULES – SEXUAL HARRASSMENT AWARENESS 8:30 AM – 12:30 PM HEADACHE WORKSHOP 1 – 2 PM	22 7 HABITS OF HIGHLY EFFECTIVE PEOPLE (8/4 – 9/22) 8:30 AM – 12:30 PM SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM BASIC PURCHASING (PURCHASING CONF. ROOM) 3 – 4:15 PM	23 ASSERTIVENESS TRAINING 8:30 – 9:30 AM	24
27 NEW EMPLOYEE REGISTRATION 8 AM – 12:15 PM	28 IT ORIENTATION 9 AM – NOON BASIC LOTUS NOTES 1:30 – 5 PM	29 SPANISH 201 (8/11 – 9/29, WELLNESS CENTER) 8:30 – 11 AM	30 NEW EMPLOYEE ORIENTATION 8 AM – 5 PM	

NEW DIRECTIONS EMPLOYEE ORIENTATION

It is important that new employees receive general information regarding Seminole County Government. Some of the topics covered in orientation are: the organization's structure, mission and philosophy, training program, employee recognition and a summary of all departments. This important session promotes the initial establishment of good employee relations and sets the tone for the employee's career with Seminole County. This is a full-day program designed to give you an overview of Seminole County Government and all that it offers to its employees. Orientation is for new full-time, part-time, and temporary employees, attendance is required.



TIME: 8 AM – 5 PM

DATES: Thursday, April 29, 2004
Thursday, May 27, 2004
Thursday, June 24, 2004
Thursday, July 29, 2004
Thursday, August 26, 2004
Thursday, September 30, 2004

LOCATION: Learning Center Classroom

FACILITATORS: Brenda Purstell and
Melinda Harrison

TARGET AUDIENCE: All new
employees.



LEARNING

WELLNESS

CORE CLASSES

PAGE
11

LEARNING



WELLNESS

BASIC LOTUS NOTES

An introduction to the e-mail system used Countywide and the other benefits of using the Lotus Notes Application.

TIME: 1:30 – 5 PM

DATES: Tuesday, April 13, 2004
Tuesday, April 27, 2004
Tuesday, May 11, 2004
Tuesday, May 25, 2004
Tuesday, June 8, 2004
Tuesday, June 22, 2004
Tuesday, July 20, 2004
Tuesday, August 3, 2004
Tuesday, August 17, 2004
Tuesday, August 31, 2004
Tuesday, September 14, 2004
Tuesday, September 28, 2004

LOCATION: Learning Center Classroom

TIME: 9 AM - 12:30 PM

DATES: Friday, April 16, 2004
Friday, May 14, 2004
Friday, June 18, 2004
Friday, July 16, 2004
Friday, September 10, 2004

LOCATION: Public Safety Building,
Room 3-170

FACILITATOR: Lynn Haney

TARGET AUDIENCE: CORE class for all employees.

FISH: GETTING TO THE CORE OF CUSTOMER SERVICE

Do you have fun at work? Do you practice "making someone's day"? Are you really "there" for your customers? Do you consider what your attitude is going to be before you start your day? These questions are at the root of what this philosophy is all about.

Seminole County has adopted the Fish! Philosophy as core to customer service. In this class, you will learn how to "catch the energy" and "release the potential" within yourself. As a result of this class you will understand the four concepts: Play, Make their Day, Be There, and Choose your Attitude. You will learn techniques to identify blocks to excellent customer service and what to do about it, how to recognize the customers emotional level, tips to listen effectively, how to use the questions you ask to gain needed information as well as many others.

TIME: 8:30 AM – 12:30 PM

DATES: Thursday, April 22, 2004
Thursday, May 6, 2004
Thursday, June 29, 2004
Thursday, July 22, 2004
Thursday, August 12, 2004
Thursday, September 2, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training
Team – Jodi Doyle, Jackie
Laracuenta, Gloria Garcia
and Vicki Hathaway

TARGET AUDIENCE: CORE class for all employees.



INFORMATION TECHNOLOGY (IT) ORIENTATION

The IT Orientation is for new employees and is designed to introduce them to the services of IT. This half day class will acquaint new employees on how to request service for hardware, software, radios, cell phones and pagers. The orientation also covers how to navigate the intranet, imaging, technical training, network security, and Web development.

TIME: 9 AM – NOON

DATES: Tuesday, April 13, 2004
Tuesday, April 27, 2004
Tuesday, May 11, 2004
Tuesday, May 25, 2004
Tuesday, June 8, 2004
Tuesday, June 22, 2004
Tuesday, July 20, 2004
Tuesday, August 3, 2004
Tuesday, August 17, 2004
Tuesday, August 31, 2004
Tuesday, September 14, 2004
Tuesday, September 28, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Lynn Haney

TARGET AUDIENCE: CORE class for all employees

NEW ROLES/NEW RULES (SEXUAL HARASSMENT AWARENESS)

In this course, participants will examine the changing roles of men and women in the workplace, and how problems like sexual harassment can result when these changes are ignored or resisted. This breakthrough, innovative course stresses the importance of recognizing the differing concerns and fears men and women have about sexual harassment. It deals with the topic of sexual harassment in a balanced, thoughtful, and thought-provoking manner. Highly recommended for those in leadership roles, the program will deliver Seminole County's zero tolerance stance on the issue of sexual harassment. The legal requirements of managers and supervisors are discussed, as well as what the harassed person needs to know about filing a complaint.

TIME: 8:30 AM - 12:30 PM

DATES: Tuesday, April 6, 2004
Tuesday, May 4, 2004
Tuesday, June 1, 2004
Tuesday, July 27, 2004
Tuesday, August 24, 2004
Tuesday, September 21, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training Team – Ann Colby and Regina Sneed

TARGET AUDIENCE: CORE class for all employees.



THE ART OF COMMUNICATION

Communication is identified as the number one problem area in our relationships, both personal and professional. Whether it be verbal/non-verbal interactions with our co-workers, friends, or family, every relationship in our lives is impacted by our ability to be effective listeners and speakers. This half day class will provide an opportunity to learn the different styles of communicating, how body language impacts the messages we send and receive, what common barriers keep us from communicating, and how effective uses of questions achieve desired results. In a fun and relaxed environment, you too can learn and apply 'The Art of Communication'.

TIME: 1 – 5 PM

DATES: Thursday, April 8, 2004
Thursday, May 6, 2004
Thursday, June 3, 2004
Thursday, July 8, 2004
Thursday, August 5, 2004
Thursday, September 9, 2004

LOCATION: Learning Center Classroom

FACILITATORS: Seminole County Training
Team Members:
Jennifer Bero and Terese
Ingram

TARGET AUDIENCE: CORE class for all
employees

THE WHEEL OF LIFE

What would you do if you knew, without a shadow of doubt, that you would not fail? This question is at the core of Balancing the Wheel of Life class. This program focuses on setting and achieving goals in all areas of life that will assist participants in relieving stress through proper planning and goal setting. The Wheel of Life class is about self-renewal with processes that include balanced renewal in all six dimensions of our nature: the physical/health, mental/educational, social/cultural, spiritual/ethical; family/home, and career/financial. The class discusses change in our lives and how we best should react to change. The class also teaches proper planning to relieve stress and to become more effective at both home and at work. The class focuses on setting goals the right way and shows participants how to develop a personal mission statement. The mission statement helps provide overall direction and helps participant's arrive at a clear picture of the values that they feel are important in our lives. In addition, the class introduces many of the foundational principles from the "Seven Habits of Highly Effective People" and the "Effective Personal Productivity" classes which are also taught as part of the Seminole County Training Program.

TIME: 8:30 AM – 12:30 PM

DATES: Tuesday, April 20, 2004
Tuesday, May 18, 2004
Tuesday, June 15, 2004
Thursday, July 8, 2004
Thursday, August 5, 2004
Tuesday, September 7, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training
Team – Brett Blackadar

TARGET AUDIENCE: CORE class for all
employees.



WORKFORCE DIVERSITY

Diversity in the workplace is a growing reality. Cultural, social, personal and other differences between workers are greater today than they were yesterday. Today, many factors have dramatically increased the workforce participation of minorities and women than ever before. Traditional ways of operating are being rethought and scrutinized. Workforce diversity offers a superb facilitating process that combines an excellent video with realistic exercises that allow participants to examine their beliefs about the world, the country, the organization and themselves.

The purpose of this training program is not to make diversity experts out of the participants, but to have them begin to identify some of the obstacles our organization might encounter as our workforce becomes more and more diverse. The overall objective of our diversity initiative is for us to learn how we can achieve synergy by valuing the differences in our cultures. Hopefully, this program will result in participants who are motivated to find out how others see them and the world. Learning to interact successfully with those who are different is personally rewarding – and simply good for Seminole County.

TIME: 8:30 AM - 12:30 PM

DATES: Thursday, April 8, 2004
Thursday, May 13, 2004
Thursday, June 3, 2004
Tuesday, July 13, 2004
Thursday, August 19, 2004
Thursday, September 9, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training
Team – Gail Chisolm,
Angelica Thompson, John
Reichardt, Stacy Mitchell and
Jackie Laracuenta

TARGET AUDIENCE: CORE class for all
employees.



COMPUTER AND TECHNICAL CLASSES



LEARNING

WELLNESS

INFORMATION TECHNOLOGIES

Information Technologies (IT) provides members with computer classes. IT staff conducts these computer classes in Room 3170, Public Safety Training Room. You may request information regarding the dates and times by contacting the Help Desk, Extension 311 or via Lotus Notes – 2004 SC Training. **To register call the Help Desk, Extension 311 or via Lotus Notes.**

These Computer Classes are available, additional classes may be added upon request:

- ◆ Crystal Reports, Levels I & II
- ◆ GIS Arc Explorer
- ◆ GIS Arc Info/Arc Edit Introduction & Advanced
- ◆ GIS Arc Plot Basics & Advanced
- ◆ GIS ArcView Introduction, Advanced & Extensions
- ◆ Internet Basics
- ◆ PC Basics
- ◆ Lotus Notes Basic, Intermediate & Advanced
- ◆ MS Word 2002 Levels I, II, & III
- ◆ MS Access 2002 Levels I, II, & III
- ◆ MS Excel 2002 Levels I, II, & III
- ◆ MS PowerPoint 2002 Intermediate & Advanced
- ◆ MS Project 2000

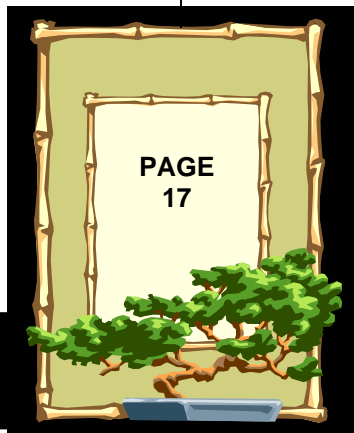
WEB-BASED TRAINING PROGRAM

The Seminole County Training Program offers employees training using a "blended approach." This involves using some learning in the traditional classroom format, and additional learning via online education. Web-based training (WBT) allows employees to select skill sets they need and complete this training around their work schedules. All that is needed is access to the internet and you can learn new skills 24 hours a day, at home or at work.

Three user licenses are available to employees:

- 1) Business Management curriculum is designed to provide behavioral development as well as just-in-time support on common challenges that managers face, such as conflict management, leading & motivating and assessing performance.
- 2) Office Productivity includes curriculum on such applications as Word, Excel, PowerPoint, and Access.
- 3) Computer Professional covers the skill sets needed to support the hardware, network and operating systems of an organization.

For additional information or to obtain a WBT license, please contact Brenda Purstell at extension 7951.



CARDIOPULMONARY RESUSCITATION (CPR)/AED TRAINING

This class will offer training in CPR and use of the new Automated External Defibrillator (AED) that was installed in the County Services Building this past fall. These types of devices have already saved many lives throughout the country. Plan to attend.

TIME: 8:30 – 11:30 AM

DATES: Thursday, September 16, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Alan Harris, Public Safety

TARGET AUDIENCE: All interested employees.

DEFENSIVE DRIVING

The Defensive Driving Program is offered to employees who drive county vehicles to help enhance their motor vehicle operation skills. The session will assist employees with maintaining the practices and behaviors that will minimize exposure to accidents and help them to maintain safe driving records.

TIME: 8 AM - NOON

DATES: Coaching the Experienced Driver,
Thursday, May 6, 2004

Defensive Driving
Monday, August 10, 2004

LOCATION: Wellness Center Classroom

FACILITATOR: William Gregory, Safety Officer

TARGET AUDIENCE: All interested employees.

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LEARNING



WELLNESS

PROGRAM OF THE MONTH



LEARNING

WELLNESS

FLORIDA RETIREMENT SYSTEM (FRS) SEMINAR SERIES

The Florida Retirement System (FRS) will be conducting workshops for employees. Topics, dates and locations are listed below.

New Employee Plan Choice: Are you a new employee that has yet to make their FRS plan choice? This workshop is for you! Learn about the differences between the two FRS plans and how your choice can affect your future retirement benefit.

Retirement Planning for All Ages: This retirement planning workshop will help you understand the nuts and bolts of planning for retirement. The workshop will demonstrate how everyday living expenses and inflation dramatically reduce a retiree's fixed income. You will see the role the FRS Retirement Plans play in meeting financial goals and the income gap that must be made up through saving and investing. You will leave the workshop with a full understanding of the ongoing financial planning services available.

Investment Planning - the Basics: This investment planning workshop gets beyond the jargon to reveal sound basic investment principles that every person can understand and follow. The workshop will cover different types of assets and how to allocate funds among those asset classes based on tolerance for risk. You will be prepared to make sound investment decisions with the assistance of the MyFRS Financial Guidance Line and the Advisor Service. A great planning workshop no matter which Retirement Plan you participate in!

Estate Planning: Discusses various estate planning techniques, how estate tax is calculated, the different types of estate planning documents and the roles they play, and quantitative and qualitative considerations when creating an estate plan.

Estate planning is important for EVERYONE, not just wealthy people! Learn about wills, taking care of loved ones, court costs, funeral expenses and more.

DATES, TIMES AND LOCATIONS:

Thursday, May 13, 2004 at the Cooperative Extension Auditorium:

New Employee Plan Choice - 8:30 to 10 AM,
Retirement Planning for All Ages - 10 AM to Noon,
Investment Planning: the Basics - 1:30 to 3 PM

Friday, May 14, 2004 in the Learning Center Classroom:

Estate Planning - 8:30 to 10 AM,
Investment Planning: the Basics - 10:30 AM to Noon,
Retirement Planning for All Ages - 1:30 to 3 PM

FACILITATOR: Florida Retirement System

TARGET AUDIENCE: All interested employees



LEARNING

WELLNESS

INTRODUCTION TO WEB-BASED TRAINING

As an employee of Seminole County you are eligible to participate in our Web Based Training Program. Whether you've been curious about the web based training we offer employees or you have a license already but not been utilizing it to its fullest, this is the workshop for you. The class will be presented by T.J. Coyle, a representative from Element K, our E-Learning provider. T.J. will acquaint participants with online training and teach them how it can help them achieve their personal and professional goals. He will teach employees how to navigate the site to take advantage of all Element K has to offer, including just-in-time learning, instructor-led training and online technical resources.

DATES AND TIMES:

Thursday, May 20, 2004, 9 – 10 AM, 10 – 11 AM,
& 11 AM – Noon
Monday, June 28, 2004, 1 – 2 PM & 2 – 3 PM
Thursday, July 15, 2004, 9 – 10 AM, 10 – 11 AM
& 11 AM – Noon

LOCATION: Learning Center Classroom

FACILITATOR: Element K, T.J. Coyle

TARGET AUDIENCE: All interested employees.

MYERS-BRIGGS PERSONALITY TYPE INDICATOR (MBTI)

People are different. Sometimes the differences are a challenge for us and sometimes the differences compliment us. The Myers-Briggs Personality Type Indicator is an instrument often used to identify personality differences and the impact these differences may have in communication styles, work styles, decision making and problem solving. This four-hour class includes reviewing the indicator results, group discussion, and activities to enhance understanding type theory.

TIME: 8:30 AM - 12:30 PM

DATES: Thursday, April 15, 2004
Thursday, June 17, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training
Team – Brenda Purstell

TARGET AUDIENCE: All interested
employees.



SPANISH 101

The goal of "Introduction to Spanish" is to increase employees' ability to communicate effectively with its Spanish-speaking customers. Achievement of this goal is expected to increase the professionalism and customer service skills of its employees. This class will be a 20-hour course for employees with very basic or no knowledge of Spanish. The objectives of this course are to:

- ◆ Carry on essential work related conversations
- ◆ Make simple requests using verbal expressions
- ◆ Acquire a working knowledge of the fundamental structures of the Spanish language
- ◆ Build a vocabulary of cognates and basic work related terms
- ◆ Acquire an understanding of the Hispanic culture.

Participants must be committed to attending all 8 classes. Participants will be required to sign a letter of commitment with supervisor's signature.

TIME: 8:30 – 11 AM

DATES: Wednesdays, April 7 to May 26, 2004

LOCATION: Wellness Center Classroom

FACILITATOR: Linda Gallegos

TARGET AUDIENCE: All interested employees.

SPANISH 201

The goal of these classes is to increase County employees' ability to communicate affectively with its Spanish-speaking customers. Achievement of this goal is expected to increase the professionalism and customer service skills of its employees. Spanish 201 is for employees who have completed Spanish 101 or who previously have studied 2 or more years of Spanish. By the end of these classes, participants will be able to tell someone to do something, make introductions, describe things and people, give directions to a place, distinguish between the two to be verbs, and tell time. They will learn the conjugation of all verb forms in the present tense.

Participants must be committed to attending all 8 classes. **Participants will be required to sign a letter of commitment with supervisor's signature.**

TIME: 8:30 – 11 AM

DATES: Wednesdays, August 11 to September 29, 2004

LOCATION: Wellness Center Classroom

FACILITATOR: Linda Gallegos

TARGET AUDIENCE: All interested employees.



TOASTMASTERS

Do you need to...

- ◆ Improve your communication skills?
- ◆ Improve your presentation skills?
- ◆ Receive the respect and admiration of your colleagues and employees?
- ◆ Work on your leadership skills and increase your management potential?
- ◆ Increase your ability to motivate and persuade?

If you answered yes to any of the above, Toastmasters can help! Established in 1924, Toastmasters International uses time-tested programs that are continually updated to meet participants' needs. Self-paced programs allow you to progress as rapidly or gradually as your needs dictate. The hands-on Communication and Leadership program provides the "how-to" and the practical experience so critical to progress. The Seminole Toasters offer all of this in a fun, interactive environment. We meet from 11:30 AM until 12:30 PM on the 1st, 3rd and 5th Friday of each month in the Learning Center at the County Services Building.

TIME: 11:30 AM – 12:30 PM

DATES: Fridays, April 2, 16 & 30, 2004
Fridays, May 7 & 21, 2004
Fridays, June 4 & 18, 2004
Fridays, July 2, 16 & 30, 2004
Fridays, August 6 & 20, 2004
Fridays, September 3 & 17, 2004

LOCATION: Learning Center Classroom

FACILITATOR: President - Jason Showe

TARGET AUDIENCE: All interested employees.

WHAT MATTERS MOST

Another Franklin Covey program that we will offer is What Matters Most. WMM is the time management workshop for improved productivity and peace of mind. The objective of this workshop is to help participants change their paradigm from "prioritizing their schedule" to "scheduling their priorities".

What Matters Most is a time management workshop for the entire business of living, not just for the demands of eight to five? What Matters Most will help you focus your time, energy, and resources on the things that are the most important to you?

Our certified facilitators will present thought-provoking videos, group discussions, and plenty of hands-on exercises to teach you to:

- ◆ Discover who you are, what you value most, and what you want to do with your life
- ◆ Plan your weeks and days in harmony with your roles and long-range goals to maintain personal and professional balance
- ◆ Act according to your plan using the Franklin Planner as your daily road map.

Class size will be limited to 25.

TIME: 9 AM – 4 PM

DATES: Friday, May 28, 2004
Friday, July 23, 2004
Monday, September 20, 2004

LOCATION: Learning Center Classroom

FACILITATORS: Seminole County Training Team – Jodi Doyle, Kathryn Townsend, Linda Newman and Jackie Laracuenta

TARGET AUDIENCE: All interested employees.



WELLNESS PROGRAM

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LEARNING

WELLNESS

THE ALLEN GROUP (EAP)

The Employee Assistance Program (EAP) helps employees resolve personal problems through professional assistance. EAP encourages voluntary participation. If you or a family member has a problem, call the EAP number (407-788-8822 or 1-800-272-7252) and set up a confidential appointment. Any full-time employee is eligible regardless of job classification. EAP services are strictly confidential and include working directly with professional counselors with the Allen Group. Your supervisor also recognizes that not everyone will admit they have a problem and seek help for it. Supervisors may recommend that an individual employee talk to the EAP staff. Short-term counseling is offered in the following areas:

Marriage Counseling
Financial Counseling
Alcohol
Drug
Family Counseling
Vocational Counseling

Work Related Stress
Legal Referral
Weight/Weight Loss
Physical/Medical
Dependent Care
Emotional/Psychological

Additional benefits we have as employees with EAP are Lectures throughout the year. These short lectures are designed to provide information on topics of interest. Topics scheduled for this training calendar include: **Parenting Skills, Assertiveness Training, Dealing with Aging Parents, Alcohol and Drug Awareness, Skills to Help You Cope During a Hurricane and Buying a Home.**

ADVANCED PURCHASING AND CONTRACTS FOR SUPERVISORS AND MANAGERS

This class gives supervisors and managers more detailed information in regards to purchasing and contracts in order to better manage budgeting concerns surrounding these critical issues.

TIME: 9 – 10:15 AM

DATES: Thursday, September 2, 2004

LOCATION: Purchasing and Contracts
Conference Room

FACILITATOR: Ray Hooper, Purchasing
Manager

TARGET AUDIENCE: All interested
supervisors and
managers.



LEARNING

WELLNESS

ALCOHOL & DRUG AWARENESS

This class includes a brief discussion of drug vocabulary (legal and medical distinctions), combined with explanations of physical and mental effects. This seminar will provide information on "how to recognize" possible usage of co-workers, family or friends as well as some strategies for confrontation and coping. An overview of resources available and techniques of treatment along with explanations of how/when to best utilize these options.

TIME: 1 – 2 PM

DATES: Tuesday, September 7, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance
Program, Al Manchester

TARGET AUDIENCE: All interested
employees.

ASSERTIVENESS TRAINING

The focus of this workshop is learning how to be aware of your personal rights and how to express your feelings, thoughts, and beliefs, in an effective and appropriate manner. Comparisons will be made of assertive, non-assertive, and aggressive behavior and communication styles. Small group exercises for practicing and discriminating assertiveness will be used and a step-by-step process for increasing your assertiveness skills will be reviewed.

TIME: 8:30 – 9:30 AM

DATES: Thursday, September 23, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance
Program, Tucker Childs

TARGET AUDIENCE: All interested
employees.



BASIC CONTRACTING

This is an introduction to contracting designed to provide an overview of contracting rules, policies and procedures for the working level. This will help you to grasp the big picture and explain key points in the contracting process.

TIME: 9 – 10:15 AM

DATES: Tuesday, April 13, 2004

LOCATION: Purchasing and Contracts
Conference Room

FACILITATOR: Ray Hooper, Purchasing
Manager

TARGET AUDIENCE: All interested
employees.

BASIC NUTRITION

A life changing workshop on optimal health and healing through superior nutrition! Learn and discover the secrets to vibrant health.

Increase your energy by 300%; Prevent sickness; Prevent disease; Prevent injury; Increase your life span by 10 years; Lose unnecessary body fat; Lower cholesterol; Decrease blood pressure; Balance blood sugar; Eliminate diabetic symptoms; Boost your immune system naturally; Eliminate aching and painful joints; Beat fibromyalgia; Beat chronic fatigue; discover how to relieve pain, lose excess fat, eliminate illness, dramatically increase energy.

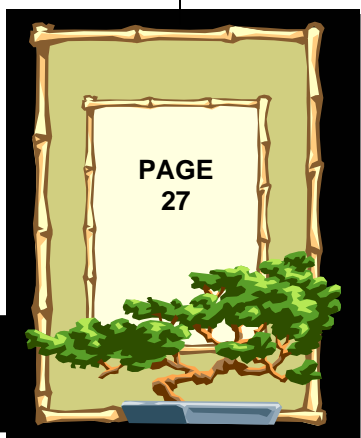
TIME: 1 – 2 PM

DATES: Thursday, April 1, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Dan Yachter, Yachter
Family Chiropractic Center

TARGET AUDIENCE: All interested
employees.



BASIC PURCHASING

This class is an overview of basic purchasing procedures for Seminole County Employees.

DATES AND TIMES: Monday, May 3, 2004,
1:30 – 2:45 PM;
Wednesday,
September 22, 2004,
3 – 4:15 PM

LOCATION: Purchasing and Contracts
Conference Room

FACILITATORS: Ray Hooper, Purchasing
Manager

TARGET AUDIENCE: All interested
employees.

BUYING A HOME

The purchase of a home is one of largest financial choices families make every year. If you are interested in buying a home, this seminar will help you in understanding the process and avoid costly mistakes. This seminar will address questions such as:

- ◆ What is an offer?
- ◆ What effect does the Real Estate Purchase Agreement have?
- ◆ How can I back out?

TIME: 1 – 2 PM

DATES: Thursday, July 15, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Legal Access via the Allen
Group

TARGET AUDIENCE: All interested
employees.

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CHILD SEAT SAFETY

This 2 hour class will teach the participants proper installation of Child Passenger Safety Seats (4 out of 5 are used incorrectly), laws concerning use, age/height requirements, when and why to use a booster seat and how to make travel safer when transporting children. Video and hands on instruction.

Child Passenger Safety Seats are available at a reduced price to parents, grandparents and caretakers who take this course. For more information regarding prices, please contact Robin Butler at extension 5641.

TIME: 8:30 – 10:30 AM

DATES: Tuesday, June 1, 2004

LOCATION: Wellness Center Classroom

FACILITATORS: Robin Butler, Philip Miller

TARGET AUDIENCE: All interested employees.

COPING WITH GRIEF

There are many ways in which families, friends, co-workers, neighbors and professionals can be supportive of those who have suffered a loss. This loss can take many forms including the death of a loved one, loss of a home, divorce and many major losses a family can experience in a lifetime. In this workshop, we will point out how people grieve differently and present ways to assist them through this difficult time. We will also present guidelines on how to deal with the different phases of grief as well as suggest way to open to the special needs of the survivor.

TIME: 8:30 – 9:30 AM

DATES: Monday, April 19, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance Program, Tucker Childs

TARGET AUDIENCE: All interested employees.



DEALING WITH AGING PARENTS

As the employee population ages, so do their parents. More and more of us are responsible for helping care for elderly parents and helping to make important life and healthcare decisions for them. This is both a reality of our lives and an emotional feature that can result in personal stress as we attempt to balance these responsibilities along with all our others. Dealing with Aging Parents addresses a variety of concerns, including issues of aging, personal needs (including your own!), how to effectively communicate about sensitive issues, and how to seek help from others and from qualified organizations, all while respecting individual autonomy and wishes.

TIME: 1 – 2 PM

DATE: Tuesday, May 4, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance
Program, AI Manchester

TARGET AUDIENCE: All interested
employees.

ESTATE PLANNING

For some, estate planning can be relatively simple, involving only a will or perhaps a simple trust. But it has been estimated that 2 out of 3 Americans die without a will. The reasons for this are numerous, but most people naturally don't want to talk about the inevitability of death. Estate planning is critical because it determines how your assets are distributed both during your lifetime and upon your death. Estate planning can also ease the burden that will be placed on your family with settling your estate. This class will discuss the risk of not planning, common estate planning documents, trust advantages and reducing estate taxes.

TIME: 1 – 2:30 PM

DATES: Wednesday, July 14, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Deborah O. Taylor,
Legg Mason Wood Walker,
Inc.

TARGET AUDIENCE: All interested
employees.



FITNESS WORKSHOP

The purpose of this class is to provide the methods to:

- ◆ Create high performance fitness and nutrition
- ◆ Turn your body into a fat burning machine
- ◆ Eliminate diabetic symptoms and balance blood sugar
- ◆ Beat chronic fatigue
- ◆ Decrease blood pressure
- ◆ Develop the body you have always dreamed of.

TIME: 1 – 2 PM

DATES: Friday, May 7, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Dan Yachter, Yachter Family Chiropractic Center

TARGET AUDIENCE: All interested employees.

FOUR ESSENTIALS FOR HEALTH (A SPINAL HEALTH WORKSHOP)

In this workshop you will learn: how to live a drug-free life; how to live a disease & pain-free life; how to boost your immune system 200%; and how to increase your energy and sleep more deeply at night.

TIME: 1 – 2 PM

DATES: Monday, September 13, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Dan Yachter, Yachter Family Chiropractic Center

TARGET AUDIENCE: All interested employees.



HEADACHE WORKSHOP

What millions of Americans like you are now doing to finally eliminate their headache pain! This workshop will cover the following topics:

- ◆ Review of headache basics and types of headaches people suffer from
- ◆ Headache warning signs which warrant immediate medical attention
- ◆ Six misconceptions about relieving your headache pain
- ◆ The hidden cause of most headache pain your doctor doesn't even know about
- ◆ Chiropractors....headache specialist
- ◆ Latest medical research validates chiropractic to be safest & most effective treatment for headaches
- ◆ Health? Not just when you feel well
- ◆ Drug-free solutions for the real cause of your headache pain.

TIME: 1 – 2 PM

DATES: Tuesday, September 21, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Paul M. Toma, Lake Mary Chiropractic Center

TARGET AUDIENCE: All interested employees.

HOW TO BEAT ALLERGIES USING THE BIOSET METHOD

This seminar will discuss the allergy elimination technique called Bioaset from California. During this class, you will learn how this technique has been used for the treatment of pollen allergies, food allergies and allergies to dogs and cats.

TIME: 1 – 2 PM

DATES: Thursday, April 15, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Tammy Bennett, AP –
Longwood Preventive
Medicine Group

TARGET AUDIENCE: All interested employees.



HOW TO QUIT SMOKING AND LOSE WEIGHT USING LASER TECHNOLOGY

This seminar will present information regarding the newest technology using lasers from Europe. This class will discuss how the lasers work and how addictive behavior can be treated using space age technology.

TIME: 1 – 2 PM

DATES: Thursday, August 19, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Tammy Bennett, AP –
Longwood Preventive
Medicine Group

TARGET AUDIENCE: All interested
employees.

KIDS, PARENTS & MONEY - RAISING MONEY SMART KIDS (FOR PARENTS WITH PRE- SCHOOL TO JUNIOR HIGH KIDS)

When it comes to money, parents are their kids' best teachers. Kids, Parents and Money can provide parents the tools needed to teach kids about important financial skills. Topics include:

- ◆ Sharing your values about money with your kids.
- ◆ Making money tangible to kids in a "cashless" society.
- ◆ Teaching tips to help kids earn money- including allowances.
- ◆ Showing kids the value of saving money
- ◆ Introducing kids to the world of investing.

TIME: 1 – 2 PM

DATES: Tuesday, August 10, 2004

LOCATION: Wellness Center Classroom

FACILITATOR: Legal Access via the Allen
Group

TARGET AUDIENCE: All interested
employees.



PARENTING SKILLS

This class is an informed, fun, anecdotal look at modern parenting and the traps, pitfalls, myths, and goals of parenting in our culture. This workshop will explore both physical and mental changes in both kids and parents that affect this important job and typical solutions for these problems. In addition, we'll discuss successful, goal-oriented parenting techniques for the long haul. Applications for both new kids and parents as well as older teens and veterans that will adapt to your personal style and values. Special rules for families in change also presented.

TIME: 8:30 – 9:30 AM

DATES: Wednesday, July 21, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance
Program, Tucker Childs

TARGET AUDIENCE: All interested
employees.

PLANNING FOR RETIREMENT (REACTING TO A CHANGING STOCK MARKET)

Recent studies have found that most families are totally unprepared for their retirement years and are worried if they will outlive their income. People are living longer, they're healthier and they are more active. This seminar will offer you information about financial strategies, putting your money to work, determining your retirement needs, and provide you the information you need to make informed decision.

TIME: 1 – 2:30 PM

DATES: Thursday, August 12, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Deborah O. Taylor,
Legg Mason Wood Walker,
Inc.

TARGET AUDIENCE: All interested
employees.



PROTECT YOURSELF FROM BECOMING THE VICTIM OF IDENTITY THEFT

According to the Federal Trade Commission's (FTC) Consumer Sentinel database, the FTC received over half a million consumer fraud and identity theft complaints in 2003. Additionally, consumers reported losses from fraud of more than \$400 million dollars from this type of crime. This workshop will provide you with information you can use to protect yourself from becoming a victim.

TIME: 1 – 2 PM

DATE: Wednesday, June 2, 2004
Thursday, September 2, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Sheriff's
Office

TARGET AUDIENCE: All interested
employees

RELAXATION TECHNIQUES

The Relaxation Techniques Workshop focuses on practical ways to reduce stress in our lives. Points covered include identifying daily stressors and learning relaxation methods to combat stress. Participants will experience a progressive relaxation exercise during the training, and learn relaxing breathing techniques. We will also show how positive thought processes and environmental changes can help reduce tension levels and offer practical, easy to use methods to lead a less stressful life.

TIME: 1 - 2 PM

DATES: Monday, June 21, 2004

LOCATION: Wellness Center Classroom

FACILITATOR: Employee Assistance
Program, Tucker Childs

TARGET AUDIENCE: All interested
employees.



LEARNING

WELLNESS

SKILLS TO HELP YOU COPE DURING A HURRICANE

According to the National Oceanic and Atmospheric Administration the, "hurricane season produced 14 tropical storms, of which 7 became hurricanes and 3 became major hurricanes. Six of the named systems affected the United States, bringing high wind, storm surge, or rain." In the event of a hurricane strike in the Central Florida Area, are you and your family prepared? During this workshop, we will discuss the process of information gathering and the process of decision making. The workshop will conclude with the participants generating a list of company and community resources.

TIME: 8:30 – 9:30 AM

DATES: Wednesday, June 9, 2004

LOCATION: Tax Collector's Conference Room

FACILITATOR: The Allen Group

TARGET AUDIENCE: All interested employees.

SMART WOMEN FINISH RICH

This program was developed in conjunction with David Bach, the author of the best-selling book "Smart Women Finish Rich". Literally thousand of women around the country have attended the seminar and they are using the tools they learned to take charge of their financial futures.

This seminar has two goals:

- 1) how to get clear on your values and how those values are related to your money.
- 2) show you how to use the resources you already have to retire in style.

You will gain the confidence and knowledge needed to begin this process.

TIME: 1 – 2:30 PM

DATES: Thursday, September 16, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Deborah O. Taylor,
Legg Mason Wood Walker,
Inc.

TARGET AUDIENCE: All interested employees.



LEARNING

WELLNESS

STAY FIT WHILE YOU SIT

The Ergonomics Workshop entitled “Stay Fit While You Sit” is specifically designed to prevent musculoskeletal problems such as carpal tunnel syndrome, headaches, and back pain, by teaching employees how to properly work at their desk or computer workstation. Here is a breakdown of what will be covered in the workshop.

- ◆ What is Ergonomics anyway?
- ◆ Microtrauma, the real cause of pain
- ◆ Why is posture so important?
- ◆ Proper computer workstation setup
- ◆ 4 essentials of health
- ◆ Chiropractic: Not just for back pain!
- ◆ Poor posture leads to spinal decay
- ◆ The importance of spinal maintenance

TIME: 1 – 2 PM

DATES: Tuesday, June 29, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Paul M. Toma, Lake Mary Chiropractic Center

TARGET AUDIENCE: All interested employees.

TIME AND STRESS MANAGEMENT

This class is a discussion of sources of stress including personal, family and work situations emphasizing that stress is an unavoidable fact of life for everyone. Presentation of assessment instruments designed to help individuals better understand their personal stress levels and reactions to stressful situations. Explanation of how “overstress” can be created both physically and mentally as well as other factors (diet, exercise, and mental attitude) which can profoundly affect the onset, duration, and after effects of stress. Handy suggestions for coping with stress to reduce, minimize, and avoid its effects, combined with explanations of “why” these suggestions work will give the participant some immediate relief and ideas of how to develop their own stress relief programs.

TIME: 1 – 2 PM

DATES: Thursday, July 21, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Dan Yachter

TARGET AUDIENCE: All interested employees.



LEARNING

WELLNESS

TRADITIONAL ACUPUNCTURE AND ACUPUNCTURE USING LASER

This seminar discusses acupuncture and laser therapy and its benefits along with handouts on how acupuncture works. In this class you will learn how the ancient healing practice of acupuncture really works and the science behind its success. You will learn the history of laser therapy and how 10 years of research in Europe has proven this method of treatment to be widely successful

TIME: 1 – 2 PM

DATES: Thursday, June 17, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Tammy Bennett, AP –
Longwood Preventive
Medicine Group

TARGET AUDIENCE: All interested
employees.

WOMEN'S WELLNESS

Topics to be covered in this class include:

- ◆ Trusting the wisdom of your body
- ◆ Various holistic modalities-what works, what doesn't
- ◆ Menopause- what really helps? Is it safe?
- ◆ Osteoporosis prevention
- ◆ Weight management that works
- ◆ Do you really need that surgery?
- ◆ How to stop smoking for good
- ◆ Breast cancer prevention and testing (that doesn't hurt)
- ◆ Birth options- What is safe?
- ◆ Infertility-can it be treated holistically?
- ◆ Specific health challenges that can be healed

And many others – come with your questions!

TIME: 1 – 2 PM

DATES: Monday, August 23, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Dr. Dan Yachter

TARGET AUDIENCE: All interested
employees.



WORKPLACE VIOLENCE

Would you know what to do if a tense situation escalated into violence at your workplace? In this program, we will present a 25-minute video which offers comprehensive coverage of the subject of Workplace Violence and how it effects our society. Following the video, we will discuss common facts about the subject with illustrations of the serious threat it poses. We will also present a profile of possible warning signs of a potentially violent individual. Finally, we will discuss appropriate reporting procedures and actions to be taken if a potentially violent situation arises.

TIME: 1 - 2 PM

DATES: Tuesday, April 6, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Employee Assistance
Program, Al Manchester

TARGET AUDIENCE: All interested
employees.



LEADERSHIP TRAINING



LEARNING

WELLNESS

EFFECTIVE PERSONAL PRODUCTIVITY (EPP)

The Effective Personal Productivity Program is designed to help you increase your personal effectiveness, achieve your goals, and enjoy greater success. The process uses unique methods that are valuable resources for developing skills and reinforcing productive attitudes. By setting goals consistently, participants also learn how to improve communication, empower people and increase the productivity of their team.

Productivity is the wellspring of success and a basic part of human nature, yet many lack the direction they need to achieve. The Effective Personal Productivity program will help participants:

- ◆ Evaluate their attitude and make productive behavioral changes.
- ◆ Set goals and achieve results
- ◆ Increase productivity through controlling priorities.
- ◆ Communicate more effectively.
- ◆ Become a team player.
- ◆ Deal with interruptions.
- ◆ Thrive in a learning environment.

EFFECTIVE PERSONAL PRODUCTIVITY IS A CATALYST TO INCREASED SUCCESS. THE PROCESS INCLUDES:

- ◆ A perspective to help employees uncover any blind spots that prevent them from realizing their potential.
- ◆ A systematic methodology that allows you to evaluate results, incorporate feedback and realize continuous improvement.
- ◆ Innovative ideas and practical solutions to help you obtain measurable results.
- ◆ A personality assessment that will allow you to discover innate characteristics to improve your personal awareness and understanding of your unique strengths and challenges.
- ◆ A system to improve your personal organization, to provide a format for planning to schedule your overall priorities.
- ◆ Multi-sensory training materials to make it easy to absorb and apply new ideas and habits.

EPP is an eight week program offered to all Seminole County Employees. Employees will need to schedule on-line, and get their supervisor's authorization to participate. Each program will be limited to 15 participants, on a first come, first served basis. Classes will be held weekly, for 2.5 hours each.

DATES AND TIMES: Wednesdays, April 14 to June 2, 2004 from 1:30 – 4:30 PM.

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training Team - Michael S. Pollard

EFFECTIVE SUPERVISORY MANAGEMENT (ESM)

The Effective Supervisory Management program is designed to build on your existing strengths. In addition, it will help you discover positive qualities and potential that you may have previously overlooked. This program provides a vehicle to make use of your inner strengths at a much faster rate than you are likely to achieve on your own initiative. It is possible for you to advance beyond ordinary knowledge and skills, discover and develop an awareness of opportunities, and develop attitudes and habits that will help you earn the loyalty and commitment of your team. You will practice skills that produce concrete benefits in your activities and provide the career success you desire. You will set and achieve goals in all areas of life with measurable, guaranteed results.

This ten-week program will be offered to upper level managers. We will meet for 2 hours per week for 10 weeks and cover the curriculum listed below. Class convening times and departmental representation will be communicated by separate correspondence.

Week One: Developmental Concepts; Goals Development; Planning

Week Two: Personality Profile – Know Yourself Seminar; Coping with Change

Week Three: Lesson One - Successful Managers and Leaders are Made – Not Born

Week Four: Lesson Two - Exercising Authority Effectively

Week Five: Lesson Three - Improving Results through Better Time Management

Week Six: Lesson Four - The Art of Delegation

Week Seven: Lesson Five - Decision Making and Problem Solving

Week Eight: Lesson Six - Motivating People to Produce

Week Nine: Lesson Seven - Handling and Preventing Problems with People

Week Ten: Lesson Eight - Developing the Potential of People and Training Them

DATES AND TIMES: Mondays, April 26 to July 26, 2004 from 1:30 – 4 PM

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training Team - Michael S. Pollard

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LEARNING

WELLNESS

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

One of the most significant goals of the Countywide Training Program is implementing effectiveness training at all organizational levels. No company can succeed until individuals within it succeed. No team can achieve its objectives until its people achieve theirs.

Facilitated by Seminole County certified instructors, the Seven Habits of Highly Effective People is an eight-week program that has transformed thousands of organizations throughout the world by transforming the people they depend on. This program will meet real challenges, tackle real problems, and deliver real results.

The 7 Habits program is not merely an "event" that motivates, entertains and is forgotten in a few days or weeks. This intensive experience is designed to create a lifetime of positive transformational change.

The sessions will be presented in 4 hour formats that will span 8 weeks. Each participant will receive a 360-degree feedback assessment with a plan of action, a Franklin Planner and all program materials. Class size will be limited to 25 employees.

DATES AND TIMES: Wednesdays, May 26 to July 14, 2004 and August 4 to September 22, 2004 from 8:30 AM – 12:30 PM

LOCATION: Learning Center Classroom

FACILITATORS: Seminole County Training Team: Sally Sherman, Michael S. Pollard, Brenda Purstell, Gail Chilsom, Janet Davis, Jason Showe, Jodi Doyle and Eugene Chambers.

TARGET AUDIENCE: All interested employees.

* Please talk to your supervisor about enrolling in this class.

7 HABITS FOLLOW-UP

This class is designed to reinforce the skills and habits you developed through the 7 Habits of Highly Effective People class. You will learn techniques to strengthen any areas that still may prove to be a challenge in fully applying the materials in the Seven Habits course.

TIME: 10:00 – 11:30 AM

DATES: Friday, April 23, 2004
Friday, May 21, 2004
Friday, June 11, 2004
Friday, July 23, 2004
Friday, August 20, 2004
Friday, September 17, 2004

LOCATION: Learning Center Classroom

FACILITATOR: Seminole County Training Team - Michael Pollard

TARGET AUDIENCE: All 7 Habits Graduates

